



## **CTI OS Agent Desktop User Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted**

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## Preface

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## About This Guide

This guide provides an introduction to the CTI Toolkit Agent Desktop. The guide covers basic tasks that most users encounter.

## Audience

This guide is primarily for agents who use the CTI Toolkit Agent Desktop to answer and process calls. This guide assumes that an administrator has already installed and configured all necessary software.

## Organization of This Guide

Section	Content
Basic Use of CTI Toolkit Agent Desktop	Discusses startup, login, and logout procedures.
Agent States	Describes how to change to various agent states. This chapter also details what occurs when agent state changes occur.

Section	Content
Call Control	Describes how agents can use CTI Toolkit Agent Desktop to make, answer, and process calls. This chapter also discusses the keyboard equivalents for actions by the agent.
Wrap-up Data	Lists the circumstances when agents either must enter wrap-up data, can optionally enter wrap-up data, or cannot enter wrap-up data upon completion of a call. This chapter also discusses the WrapUp dialog box.
Communication with Other Call Center Personnel	Discusses how agents communicate with other call center personnel.
Call and Statistical Information	Discusses the CTI Toolkit Agent Desktop call information and statistical displays.

## Related Documents

Document or Resource	Link
<i>Mobile Agent Guide for Cisco Unified Contact Center Enterprise &amp; Hosted</i>	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html</a>
<i>CTI OS System Manager's Guide for Cisco Unified ICM/Contact Center Enterprise &amp; Hosted</i>	<a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-guides-list.html</a>

## Documentation and Support

To download documentation, submit a service request, and find additional information, see What's New in Cisco Product Documentation at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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## Field Alerts and Field Notices

Note that Cisco products may be modified or key processes may be determined important. These are announced through use of the Cisco Field Alert and Cisco Field Notice mechanisms. You can register to receive Field

Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Log into [www.cisco.com](http://www.cisco.com); then access the tool at: <http://www.cisco.com/cisco/support/notifications.html>

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## Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit</b> &gt; <b>Find</b>.</li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: <i>A skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li> <li>• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.</li> </ul>
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or that the window displays. Example:  <pre>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</pre> </li> </ul>
< >	<p>Angle brackets are used to indicate the following:</p> <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul>





# Basic Use of CTI Toolkit Agent Desktop

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- [Log In to Desktop, page 2](#)
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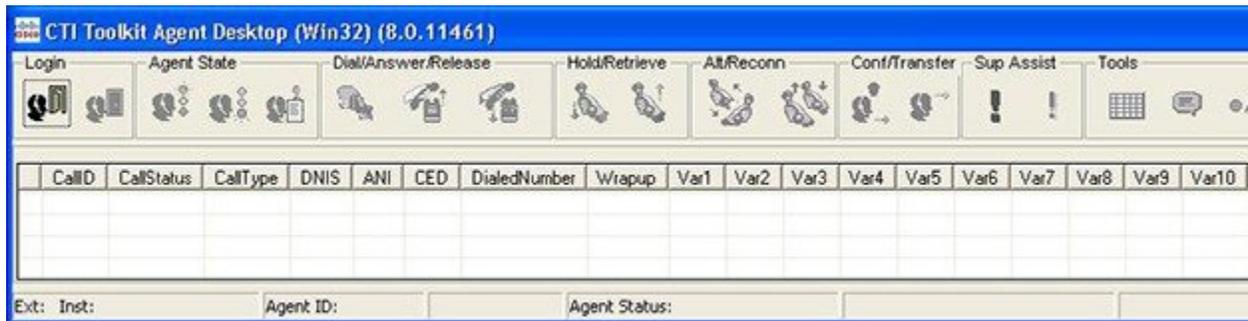
## CTI Toolkit Agent Desktop

The CTI Toolkit Agent desktop is compatible with the operating systems:

- Windows 7 - Standard, Ultimate, and Professional
- Windows 2008 R2 (Citrix only)

For more information, see the [Compatibility Matrix for Unified CCE](#).

To start CTI Toolkit Agent Desktop, select **Start > Programs > Cisco Systems CTI Toolkit > Agent Desktop**. Upon startup, the CTI Toolkit Agent Desktop main screen appears.



This screen includes the following options:

**Note**

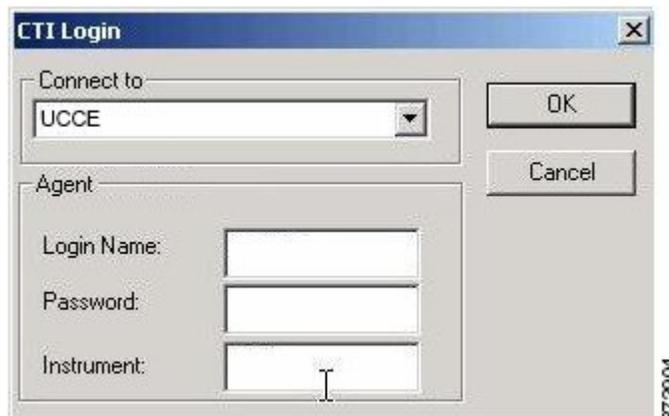
Keyboard equivalents and shortcuts related to these buttons and displays are described later in the sections on accessibility.

- **Login**—Contains buttons that let the agent log in or log out.
- **Agent State**—Contains buttons that let the agent change the state of the currently logged in agent.
- **Dial/Answer/Release**—Contains buttons that let the agent make, answer, and hang up calls.
- **Hold/Retrieve**—Contains buttons that let the agent put a call on hold and retrieve a held call.
- **Alternate/Reconnect**—Contains buttons that let the agent alternate between and reconnect active calls.
- **Conference/Transfer**—Contains buttons that let the agent start and complete conference and transfer operations.
- **Supervisor Assist**—Contains buttons that let the agent request assistance from a supervisor.
- **Tools**—Contains buttons that invoke statistical displays, start a chat session, record calls, and report a bad line.
- **Call Information**—Displays call-related data for each call currently on the softphone.
- **Status bar**—Displays information about the status of the softphone.
- **Video**—Opens the ViewMaster video browser page, if it was enabled during client setup.

## Log In to Desktop

### Procedure

- Step 1** Click **Login**.  
**Login** connects agents to the CTI Server and logs them in to a selected ACD switch. When you click **Login**, a dialog appears. The **Login** dialog varies for different peripheral types. This figure shows one of the **Login** dialogs.



**Step 2** Enter the following information in the dialog:

Setting	Description	Notes
Connect to	Use the drop-down menu to select your connection profile.	
Agent ID	Your agent ID as assigned by your manager.	Depending on an option chosen during the CTI OS Server installation, the Login dialog on the Supervisor desktop prompts for either the Agent ID or the Login Name.
Password	Your password as assigned by your manager	
Instrument	The device ID assigned to the phone set you receive calls on	
Mobile Agent	Optional setting. Check this box to log in as a Mobile Agent (that is, on a phone that Cisco Unified Communications Manager does not directly control).	The fields in the Mobile Agent area are accessible only when Mobile Agent is enabled in the deployment.
Phone Number	Optional setting. Enter the phone number on which the Mobile Agent receives calls. Enter the number in the format to dial the number from a Unified CM IP Phone, unless your system administrator instructs you to use another format.	CTI OS does not validate Mobile Agent phone numbers at login. Ensure that the number you enter is valid and correct. An invalid number causes the CTI OS desktop to show the incoming call, the customer to hear ringing, but the call is not routed to the agent phone.
Call Mode	Optional setting. Select one of the Call Modes from the drop-down: <ul style="list-style-type: none"> <li>• <b>Call-by-call</b>—Agent phone is dialed for each incoming call.</li> <li>• <b>Nailed connection</b>—Agent phone is dialed once immediately after logging in and remains connected through multiple customer calls.</li> </ul>	

**Note** The instructions in this guide do not address important differences that can apply when you log in as a Mobile Agent. See the *Mobile Agent Guide for Cisco Unified Contact Center Enterprise* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-user-guide-list.html> for instructions on desktops in a Mobile Agent deployment.

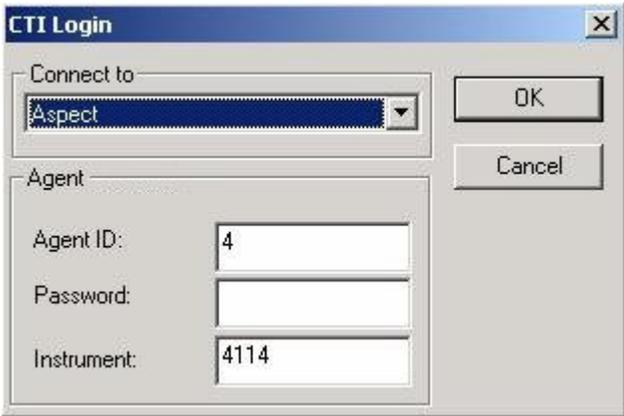
**Step 3** Click **OK**.  
After a successful login, the following occurs:

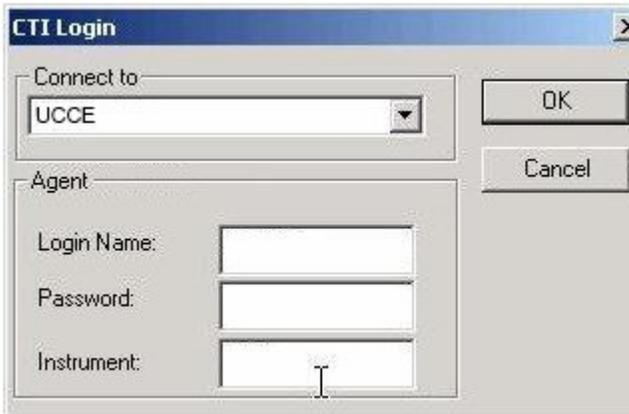
- You automatically enter the state configured on your switch, either Ready or NotReady state.
- The status bar on the bottom of the CTI Toolkit Agent Desktop Screen displays the following information:
  - Your Agent ID
  - The Agent Extension
  - The Agent Instrument
  - The current Agent Status
  - The server to which you connected
- The buttons are enabled for actions that you can take in your current agent state.

**Note** Multiple agents can log in to CTI Toolkit Agent Desktop on the same workstation. Each agent runs a separate instance of the desktop and then logs in as a different user.

## Peripheral Login Dialogs

The Login dialog varies, depending upon the peripheral type. The following table lists the differences between the Login dialog for each peripheral type.

Peripheral Type	Screenshot	Notes
Aspect ACD		Uses the standard settings: <b>Agent ID, Password, and Instrument.</b>

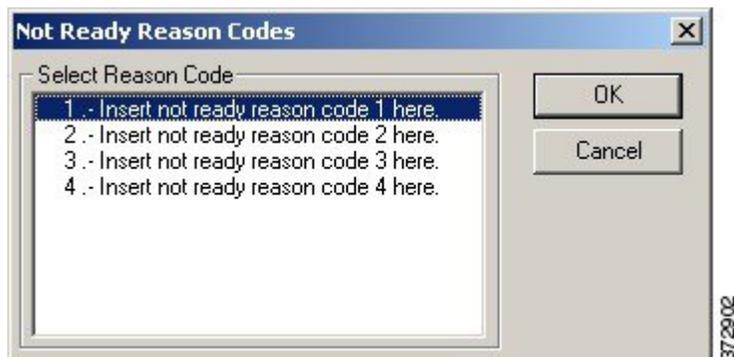
Peripheral Type	Screenshot	Notes
G3 ACD		<p>Includes a <b>Work Mode</b> setting which you set to a desired work mode. Used by Avaya DEFINITY ECS with default value of <b>Manual In</b>.</p>
UCCE		<p>There are a few UCCE peripheral types, but they use the same settings. Depending on an option chosen during the CTI OS Server installation, the Login dialog might prompt for either an Agent ID or a Login Name.</p>

Peripheral Type	Screenshot	Notes
Avaya Aura Contact Center ACD or Symposium ACD		Uses the standard settings: <b>Agent ID</b> , <b>Password</b> , and <b>Instrument</b> .

## Log Out of Desktop

### Procedure

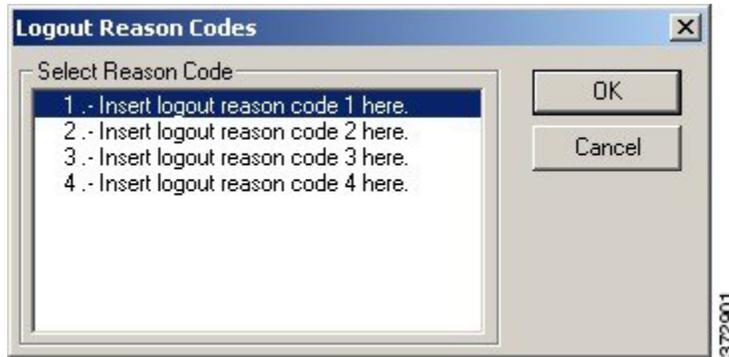
- Step 1** Click **NotReady** to prepare to log out.
- Only some switches require that an agent be in NotReady state to log out. The **Logout** button is disabled on those switches until your agent state is NotReady.
- Depending on the agent settings in your deployment, the **Not Ready Reason Codes** dialog appears after you click **NotReady**.



**Note** For information on how an administrator can set an agent's logout parameters, see the *Administration Guide for Cisco Unified Contact Center Enterprise and Hosted* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html>.

**Step 2** Select a reason code from the list and click **OK**.  
When you enter the NotReady state, the **Logout** button becomes enabled.

**Step 3** Click **Logout**.  
Depending on the agent settings in your deployment, the **Logout Reason Codes** dialog appears.



**Step 4** Select a reason code from the list and click **OK**.  
After a successful logout, the following occurs:

- 1 You are logged out of CTI OS and the ACD switch.
- 2 All entries in the status bar become blank, except for **Agent Status**, which becomes "Unknown."
- 3 All Agent State Control buttons except **Login** are disabled.
- 4 All Call Control buttons are disabled.

**Note** In a Mobile Agent environment, if a Nailed-up mobile agent connection is dropped, the agent is logged out automatically. This situation can occur when a phone disconnects.

## Cisco IP Communicator

CTI Toolkit Agent Desktop supports IP Communicator as a replacement for Media Termination. IP Communicator is not installed as a part of CTI Toolkit Agent Desktop.

IP Communicator also does not start concurrently with CTI Toolkit Agent Desktop. Start IP Communicator manually. If you log in to Agent Desktop, and IP Communicator is not yet in service and registered with Unified CM, you might see the following error message:

CTI Warning: The request failed because a timeout limit was exceeded.

**Note**

The Cisco IP Communicator softphone includes features, such as Call Park and Pickup, that you cannot use for Unified CCE agents using the CTI Toolkit Agent Desktop. For all call-handling purposes, use the Agent Desktop controls. Also, to conserve resources, keep IP Communicator minimized as much as possible. If you have questions about IP Communicator, contact your system manager.

When you use IP Communicator with the desktop, set the following preferences:

- Uncheck **Bring to Front on Active Call**. (This setting is unchecked by default.)
- Check **Hide on Minimize**. (This setting is unchecked by default.)



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## Agent States

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- [Change to Ready State, page 9](#)
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- [Change to Wrapup State, page 10](#)

## Agent Call Options

As an agent, you can change the following agent states:

- Ready
- NotReady
- Wrapup

Note that the information in this section does not describe automatic agent state transitions (such as Ready or NotReady to Talking) that occur by means other than the selection of Agent State control buttons.

**Caution:** When on an Aspect ACD, an agent on a call must not select Ready or Not-Ready as this causes the agent to be disconnected. This is an Aspect ACD behavior.

## Change to Ready State

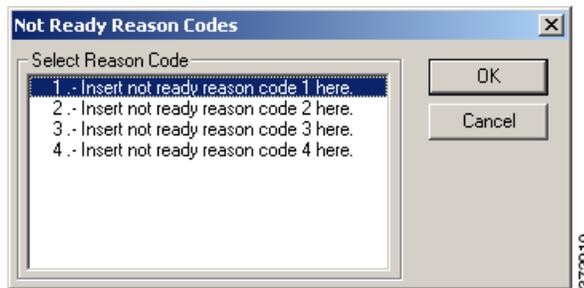
If **Ready** is enabled, you are in a valid state to go to Ready. To enter the Ready state, click **Ready** while in NotReady state.

On entering Ready state, the agent is ready to accept ACD calls.

## Change to NotReady State

If **NotReady** is enabled, you are in a valid state to go to NotReady. To enter the NotReady state, click **NotReady**. Depending on your configuration, a dialog box may appear when you click **NotReady**.

*Figure 1: Not Ready Reason Codes Select dialog box*



This dialog box includes a list of defined reason codes. Highlight a reason code in the list and click **OK**.

On entering NotReady state, you cannot accept an ACD call, but you can still receive calls made to your direct extension. On some switches, you can still receive calls made to your Agent ID.

## Change to Wrapup State

Depending on your switch and how your administrator has configured your agent profile, following are two possible ways to enter Wrapup state:

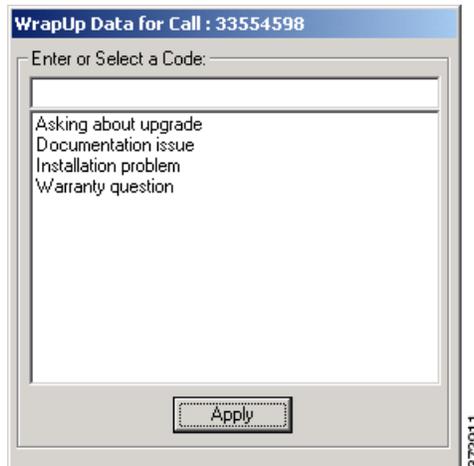
- You automatically enter into wrapup state on completion of a call.
- You click **Wrapup** to either go immediately to the Wrapup state or go to Wrapup state after completion of the current call.

**Note**

In a Unified CCE environment, an administrator defines an agent's Work Mode on Incoming and Work Mode on Outgoing values on the Configure ICM Agent Desk Settings List screen. See the *Cisco IP Contact Center Enterprise Edition Administration Guide* at <http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html> for details.

When you enter Wrapup state, a Wrapup dialog box appears.

**Figure 2: WrapUp Data Selection dialog box**



In a Unified CCE environment, the settings your administrator has defined in the Configuration Manager Agent Desk Settings screen determine if **Apply** is disabled until you enter data.

You may select one of the displayed choices or enter something different in the edit box. Alternatively, you may enter wrapup data in the WrapUp column of the Call Information grid any time a call is displayed.

An agent who is in the Wrapup state is unable to accept ACD calls.





## Call Control

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## Agent Calls

Agents can use the CTI Toolkit Agent Desktop to perform various tasks. Agents can:

- Make calls
- Answer calls
- Hang up calls
- Transfer calls
- Initiate conference calls
- Send DTMF tones

To complete these tasks, agents can:

- Use buttons or keyboard equivalents to perform actions on the main frame window
- Use keyboard shortcuts to move within the Call Information Grid window

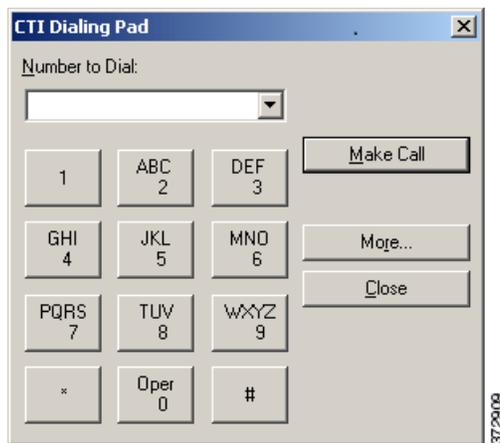
# Make Calls

To make a call, perform the following steps.

## Procedure

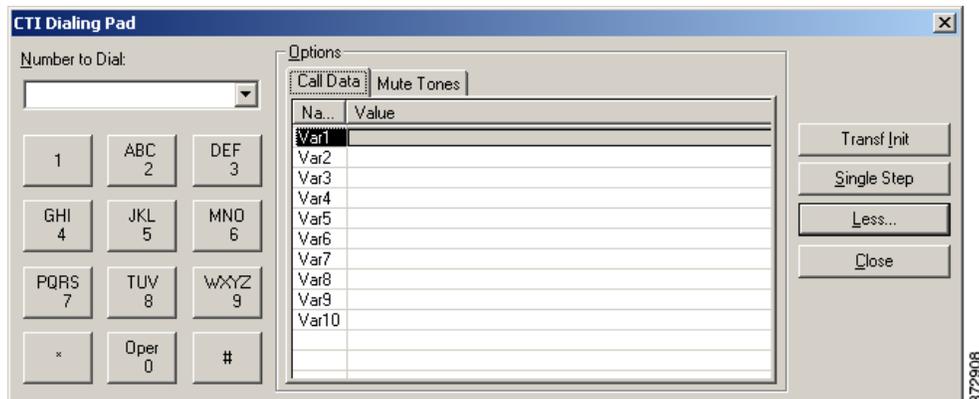
- Step 1** Enter a state from which you can make a call. You are in the correct state to make a call if **Dial** is enabled. This is switch-specific; valid states from which to make a call can include Ready, NotReady, or Hold. If **Dial** is not enabled, change your state as needed until **Dial** becomes enabled.
- Step 2** Click **Dial**.  
The CTI Dialing Pad dialog box appears.

**Figure 3: CTI Dialing Pad**



- Step 3** Enter the phone number to be dialed in the **Dialed Number** field, or select a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop. (Optional) You can click **More** to view the following display.

**Figure 4: CTI Dialing Pad with More Options**



(Optional) You can click **Call Data** to enter data associated with the call.

**Step 4** Click **Dial**.

---

## Answer Calls

When the Call Information Grid shows an alerting call, **Answer** becomes enabled. Click **Answer** to answer the call; when you do so, **Release** becomes enabled.



**Note**

If a button enablement event disables the button that currently has focus, focus is moved to the first enabled button in the tab order.

---

## Hang Up Calls

To hang up a call, click **Release**.

## Transfer Calls

To transfer a call, complete the following steps:

**Procedure**

---

**Step 1** Click **Transfer**.

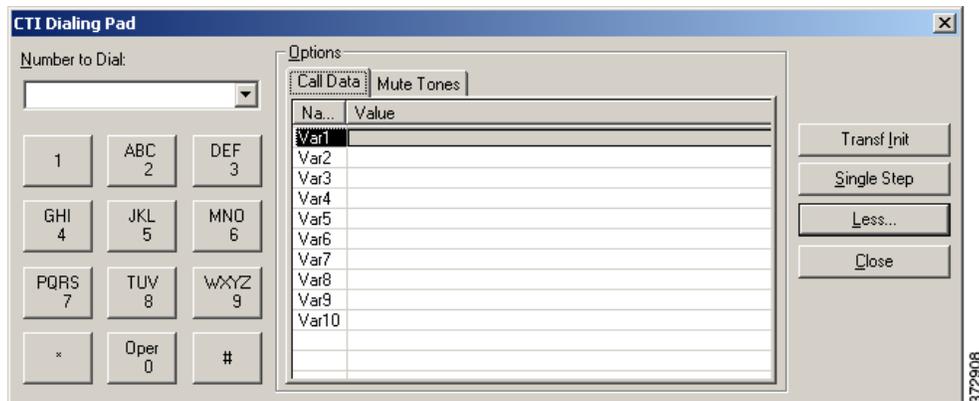
The CTI Dialing Pad dialog box appears.

**Figure 5: CTI Dialing Pad**



- Step 2** Enter the phone number to be dialed in the Dialed Number field or select a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop. (Optional) You can click **More** to get additional details.

**Figure 6: CTI Dialing Pad with More Options**



(Optional) You can click **Call Data** to enter data associated with the call.

- Step 3** Consider whether you want to speak with the consulted agent upon call transfer.
- If you do not want to speak with the consulted agent, click **Single Step**. The call is transferred automatically.
  - If you want to speak with the consulted agent, click **Transfer Init**. Once you select **Transfer Init**, the call is put on hold. You have an opportunity to speak to the consulted agent before completing the transfer. When the consult call is answered, **Transfer Init** changes to **Transfer Complete**. To complete the transfer, click **Transfer Complete**.

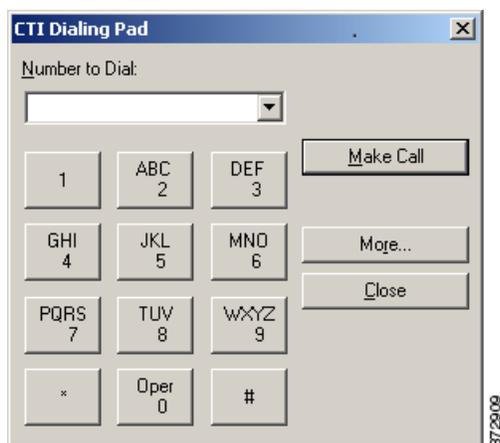
# Conference Calls

To initiate a conference call, perform the following steps:

## Procedure

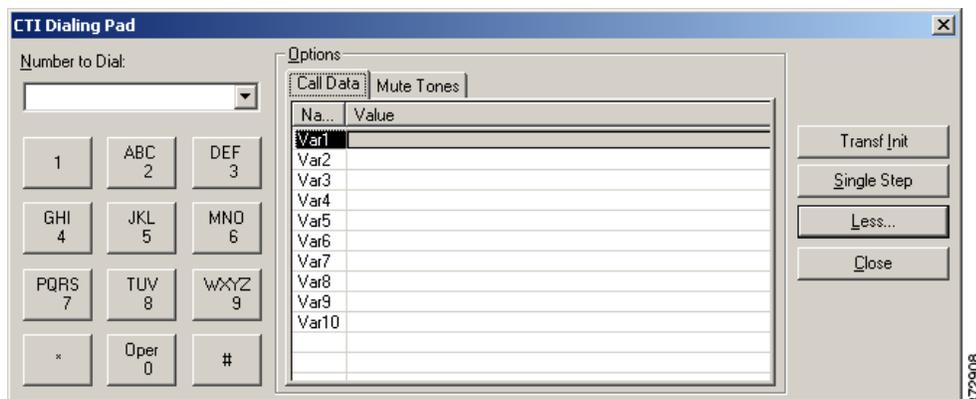
- Step 1** Click **Conference**.  
The CTI Dialing Pad dialog box appears.

**Figure 7: CTI Dialing Pad**



- Step 2** Enter the phone number to be dialed in the **Dialed Number** field, or select a destination from the drop-down menu. The drop-down menu contains the last six numbers dialed from this desktop. (Optional) You can click **More** to view the following display.

**Figure 8: CTI Dialing Pad with More Options**



- Step 3** Click **Conference Init**. The call is now put on hold. You will have an opportunity to speak to the consulted agent before completing the conference. When the consult call is answered, **Conference Init** changes to **Conference Complete**.
- Step 4** To complete the conference, click **Conference Complete**.
- 

## Send DTMF Tones

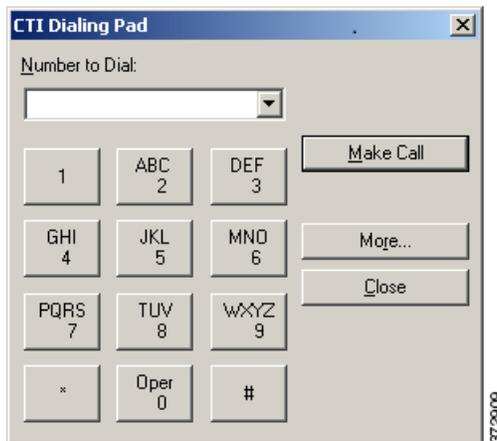
Occasionally, the agent may need to send Dual Tone Multi-Frequency (DTMF) tones to a pager, IVR, voicemail system, or other similar device. To transmit DTMF tones when connected to a call, perform the following steps.

### Procedure

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- Step 1** Select an active call in the Call Information Grid.
- Step 2** Click Dial.  
The following dialpad dialog box appears.

*Figure 9: CTI Dialing Pad*



- Step 3** Enter or click the keypad button that corresponds to the digit or character for which you want to send a DTMF tone.
- 

### What to Do Next

On this dialing pad, you can also specify that DTMF tones, dial tones, Ring In tones (tones that signal a call received), and Ring Out tones (tones that signal that the phone you are calling is ringing) be muted. If you are using IP Communicator, consider muting these tones so the tones do not conflict with the tones IP Communicator produces.

# Main Window Keyboard Accessibility

The buttons with icons on the main frame window have the following keyboard equivalents for accessibility to Agent actions.

Button	Hotkey
Login	Alt+l
Logout	Alt+o
Ready	Alt+r
Not Ready	Alt+n
Wrapup	Alt+w
Dial	Alt+d
Answer call	Alt+a
Release call	Alt+x
Hold	Alt+h
Retrieve	Alt+i
Alternate	Alt+s
Reconnect	Alt+e
Conference	Alt+c (Toggle key)
Transfer	Alt+t (Toggle key)
Emergency	Alt+g
Supervisor assist	Alt+q
Show statistics	Alt+y
Chat	Alt+z
Record	Alt+f
Bad line	Alt+b

# Call Information Grid Accessibility


**Note**

The Agent Desktop has been tested with the JAWS Screen Reader, version 8.0. Items are read back to the user only if JAWS has been installed on the system.

The JAWS screen reader is used to read the status bar. JAWS reads the status bar when the user selects Insert+Page Down together.

Following are the keyboard shortcuts for movement within the Call Information Grid window:

<b>Alt+j</b>	Moves focus to the Call Appearance Grid. When a cell is highlighted on the call grid, the user can select F3 to have JAWS read back the cell's header and the cell's contents.  When an entire row is selected, the user can select INSERT+Up Arrow to have JAWS read back the contents of each cell in the current row.
<b>Tab</b>	Move to the element that follows the grid in the tab order.
<b>Shift-tab</b>	Move to the element that precedes the grid in the tab order.
<b>right arrow</b>	Move to the cell to the right of the current cell. If the user selects the right arrow in the last cell of the current line, the focus moves to the first cell of the current line.
<b>left arrow</b>	Move to the cell to the left of the current cell. If the user selects the left arrow in the first cell of the current line, the last cell on the current line is highlighted.
<b>up arrow</b>	Move to the cell above the current cell. If the current cell is at the top of its column, the focus wraps to the first non-empty row from the bottom of the current column.
<b>down arrow</b>	Move to the cell below the current cell. If the current cell is at the bottom of its column or if the row following the current row is empty, the focus wraps to the top of the current column.

When a cell is highlighted on the call grid, select F3 to have JAWS read back the cell's header and the cell's contents.

Once you have focus on the cell you want to edit, you can complete the following actions.

Key	Action	
	Not Editing	Editing
Del	Clears the contents of the cell and begins editing.	Deletes the character that follows the cursor.
Any character currently allowed to be entered in the cell except backspace	Does nothing.	If you are editing, places the character typed at the cursor position.
Backspace	Deletes the contents of the cell. Places user into edit mode.	Deletes the character before the cursor.
Enter	Does nothing.	Ends editing and leaves focus on the current cell.
F2	Places the cursor at the beginning of the value in the cell.	Does nothing.
Right arrow	Moves to the cell to the right of the current cell. If the user selects the right arrow in the last cell of the current line, the focus moves to the first cell of the current line.	Moves the cursor further one step or to the last character.
Left arrow	Moves to the cell to the left of the current cell. If the user selects the left arrow in the first cell of the current line, the last cell on the current line is highlighted.	Moves the cursor to one step backward or to the first character.
Up arrow	Moves to the cell above the current cell. If the current cell is at the top of its column, the focus wraps to the first non-empty row from the bottom of the current column.	Does nothing.
Down arrow	Moves to the cell below the current cell. If the current cell is at the bottom of its column or if the row following the current row is empty, the focus wraps to the top of the current column.	Does nothing.
Esc	Does nothing.	Restores the cell to the value it had before being edited and exits edit mode.

## Accessibility and Asynchronous Events

The following table lists different asynchronous events and ways of working with them.

Event	Notification
OnConnection and OnConnectionClosed	Users can determine if they are connected by having JAWS read the status bar (Insert-Page Down).
Answer call, conference call, transferred call	<p>The agent's phone provides an audible clue. Users can determine if they have a call by having JAWS read the status bar (Insert-Page Down).</p> <p>The agent's state is Reserved if the agent has a call.</p>
Call established	<p>The agent's phone signals the call is established (ringing ends).</p> <p>To instruct JAWS to read back the contents of each cell in the current row, select Insert-Up Arrow while highlighting the row for the call on the call grid.</p>
Call held	<p>The agent's phone provides an audible clue.</p> <p>To instruct JAWS to read back the contents of each cell in the current row, select Insert-Up Arrow while highlighting the row for the call on the call grid.</p>
Call conferenced, call transferred	Use the phone to determine if the call has been conferenced or transferred. The call grid also reflects the state of the call.
Call cleared	Use the phone and the call grid to determine the state of the call.
Agent state changes	Agents can determine their state by having JAWS read the status bar (Insert-Page Down).



## Wrapup Data

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- [Wrapup Data Requirements, page 23](#)
- [Wrapup Dialog, page 24](#)

### Wrapup Data Requirements

In the Unified CCE environment, an administrator can set wrapup data settings for agents on the **Agent Desk Settings** screen in Configuration Manager. These settings determine if an agent must enter, can optionally enter, or cannot enter wrapup data on completion of incoming or outgoing calls.



**Note**

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See the *Administration Guide for Cisco Unified Contact Center Enterprise & Hosted* for instructions on using agent wrapup data settings.

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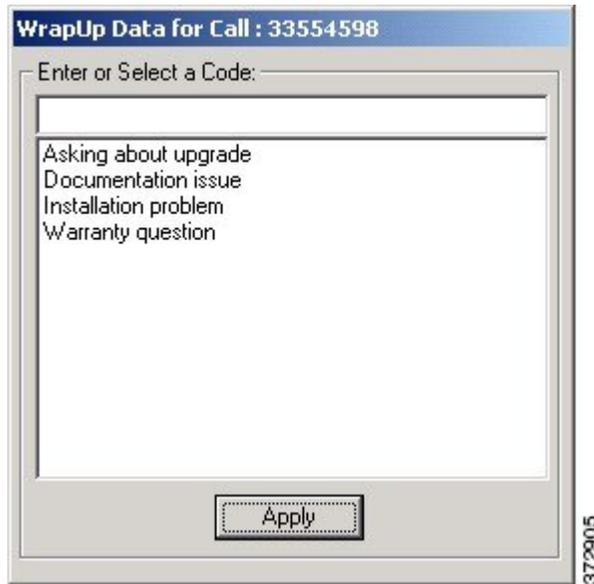
The Configuration Manager **Work Mode on Incoming** setting determines the agent parameters for incoming calls. The valid values are the following:

- **REQUIRED**—The agent automatically enters Wrapup state on completion of a call.
- **REQUIRED\_WITH\_DATA**—The agent automatically enters Wrapup state on completion of a call. The agent must enter wrapup data in the Wrapup dialog box.
- **OPTIONAL**—The agent can optionally click **Wrapup** during a call to enter a Wrapup state on completion of the call. The agent can instead click **Ready** or **NotReady** during a call to enter that state on completion of the call. When the call ends, if the agent did not click one of these buttons, the agent state returns to the state that was in effect before the call.
- **NOT\_ALLOWED**—The agent cannot enter wrapup data. The agent can click **Ready** or **NotReady** during a call to enter that state on completion of the call. When the call ends, if the agent did not click one of these buttons, the agent state returns to the state that was in effect before the call.

The Configuration Manager **Work Mode on Outgoing** setting determines the agent parameters for outgoing calls. Valid values are **REQUIRED**, **OPTIONAL**, and **NOT\_ALLOWED**. **REQUIRED\_WITH\_DATA** is not valid for the outgoing wrapup mode because the Unified ICM does not permit wrapup data to be set in an outgoing call. If the outgoing wrapup mode is set to **REQUIRED**, the agent enters wrapup state when the call ends, but the Wrapup dialog box does not appear.

## Wrapup Dialog

The **Wrapup** dialog appears when an agent enters a Wrapup state:



You can select a reason from the list box or enter wrap-up text in the text box, then click **Apply** to proceed.



### Note

You cannot enter wrap-up data for the consult call following a completed transfer or a conference call. The consult call not only clears, but also completely ends. To enter wrap-up data for a call that you transfer, do so while the call is in progress. Double-click the **Wrapup** column for the call in the **Call Information** section. However, a wrap-up data window is available when the agent leaves a conference call after the call completes.

After you click **Apply** on the **Wrapup** dialog, you can click **Ready** or **NotReady** to go to one of those states. If you do not click one of these buttons after a configurable period, you eventually return to the state that was in effect before the previous call:

- For incoming ACD calls, the agent state returns to **Ready**.
- For outgoing calls, the agent state returns to **NotReady**.
- For incoming internal calls, the agent state returns to either **Ready** or **NotReady** depending on the state that was in effect before the call.

The configurable period is set in Configuration Manager on the **Agent Desk Settings** screen.



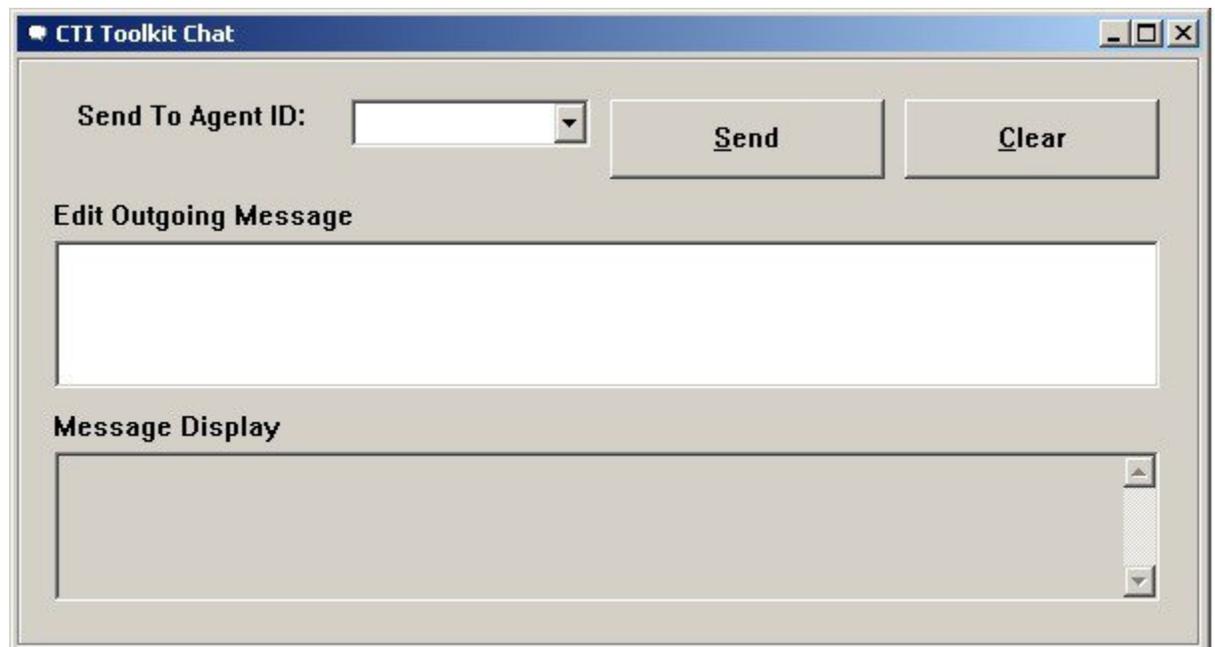
## Communications with Other Call Center Personnel

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- [CTI OS Chat](#), page 25
- [Supervisory Assistance Requests](#), page 26

### CTI OS Chat

When you click **Chat** from the agent desktop, the **CTI OS Toolkit Chat** dialog appears.



**Note**

The **Send To Agent ID** drop-down list is initially empty. The drop-down list populates with contacts as you exchange messages with other agents or supervisors. If the **Agent ID** drop-down list does not contain the agent ID of the agent you wish to contact, type the agent ID into the field.

Administrators can consult the *CTI OS System Manager's Guide for Cisco Unified ICM Contact Center Enterprise & Hosted* for instructions on configuring agent chat settings.

Depending on the access rights that your system administrator configured, you can chat with the following call center personnel:

- The primary supervisor of your team
- The secondary supervisor of your team
- Anyone in your agent team
- Anyone on the same peripheral

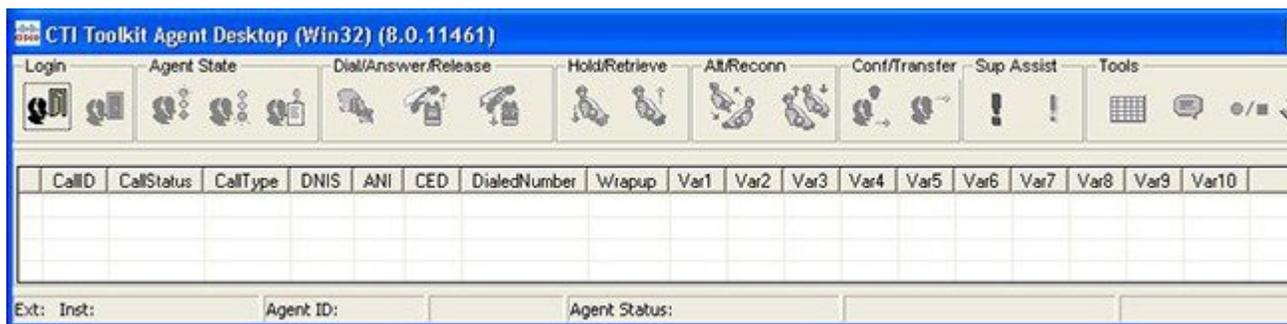
The drop-down list also displays any agents with whom you chat during the current chat session.

To send a chat message, enter your text in the **Edit Outgoing Message** field and then click **Send**.

If the **CTI OS Toolkit Chat** dialog is open, incoming messages from other logged-in agents appear in the **Message Display** area. If this dialog is not open, the **Chat** button on the main screen flashes.

## Supervisory Assistance Requests

The **Supervisor Assist** section of the agent desktop includes two buttons for calling your supervisor.



The **Emergency** button, on the left, begins an emergency call to your supervisor.

The **Assist** button, on the right, begins a regular call to your supervisor.

When you click one of these buttons, a call appears in your supervisor's **Call Information Grid**. The system administrator configures a dialed number for emergency and assist calls. The **DialedNumber** field on the Supervisor Desktop identifies any calls made with these buttons with that dialed number.



# CHAPTER 6

## Call and Statistical Information

- [Presentation in Agent Desktop, page 27](#)
- [Statistics Window Navigation, page 28](#)
- [Call Information, page 28](#)
- [Agent Statistics, page 29](#)
- [Skill Group Statistics, page 34](#)

### Presentation in Agent Desktop

The CTI Toolkit Agent Desktop can display the following call information and statistics:

- Call Information
- Agent Statistics
- Skill Group Statistics

Call Information statistics appear on the CTI Toolkit Agent Desktop.

The Agent Statistics and the Skill Group Statistics appear in separate windows when you click Statistics in the Tools section.

CTI Toolkit Statistics					
Agent					
CallsHandledToday	HandledCallsTimeToday	TimeTalkingToday	TimeHoldingToday	TimeReadyToday	TimeNotReadyToday
0	0:00:00	0:00:00	0:00:00	0:00:54	00:02:16
Skill Groups					
SkillGroupNumber	SkillGroupName	RouterCallsQNow	LongestRouterCallQNow	AgentsLoggedOn	AgentsNotReady
20747	000923760272	0	0:00:00	1	1
30	VoiceSG1	0	0:00:00	1	1
12	vsg12	0	0:00:00	1	1

## Statistics Window Navigation

To display the **Statistics** window, press **Alt+Y**. If the **Statistics** window is already open, **Alt+Y** shifts focus to that window. You can also shift focus between the main desktop and the statistics window with **Alt+Tab**.



**Note** The focus will not change when statistics update.

The following table lists the key combinations to navigate in the **Statistics** window:

Key	Action
<b>Tab</b>	Move to the element that follows the grid in the tab order.
<b>Shift+Tab</b>	Move to the element that precedes the grid in the tab order.
<b>Right Arrow</b>	Move to the cell to the right of the current cell.
<b>Left Arrow</b>	Move to the cell to the left of the current cell.
<b>Up Arrow</b>	Move to the cell above the current cell.
<b>Down Arrow</b>	Move to the cell below the current cell.

When a row in the statistics grid receives focus, select **Insert + Up Arrow** to have JAWS read back the contents of each cell in the row.

When a specific cell has focus, select **F3** to have JAWS read back the cell's column header along with the contents of the cell.

## Call Information

The Call Information section of the Agent Desktop displays call-related data for each call currently on the softphone. The following table describes the values in the Call Information section.

Column	Definition
CallID	The Call ID value assigned to this call by the peripheral or Unified ICM.
Status	The status of the call, such as Ringing, Talking, or Held.
DNIS	The Dialed Number Identification Service number provided with the call.
ANI	The calling line ID of the caller, usually the caller's phone number.
CED	The digits entered by the caller in response to IVR prompting.
DialedNumber	The number that the caller dialed.

Column	Definition
CallType	The general classification of the call type.
UserToUserInfo	The ISDN user-to-user information element.
WrapUp	Call-related wrap-up data.
Var1 through Var10	Call-related variable data.

## Agent Statistics

The **Agent Statistics** window provides statistical information about the agent currently at the phone set device. This information is updated periodically, as well as after a call. The following tables list all the agent statistics that display on the **Agent Statistics** window.



### Note

In agent statistic names, "Today" is the time since midnight. "Session" is the time since the agent logged in.

## Session Values

Statistic	Definition
AgentOutCallsHeldSession	The total number of completed outbound ACD calls that the agent placed on hold at least once.
AgentOutCallsHeldTimeSession	Total number of seconds that outbound ACD calls were on hold.
AgentOutCallsSession	Total number of completed outbound ACD calls that the agent made.
AgentOutCallsTalkTimeSession	Total talk time, in seconds, for completed outbound ACD calls that the agent handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time for the call.
AgentOutCallsTimeSession	Total handle time, in seconds, for completed outbound ACD calls that the agent handled. The value includes the time spent from the call initiation to the time the agent completes after-call work. The time includes any hold time for the call.
AutoOutCallsHeldSession	The total number of completed AutoOut (predictive) calls that the agent placed on hold.
AutoOutCallsHeldTimeSession	Total number of seconds AutoOut (predictive) calls were on hold.
AutoOutCallsSession	Total number of AutoOut (predictive) calls that the agent completed.

<b>Statistic</b>	<b>Definition</b>
AutoOutCallsTalkTimeSession	Total talk time, in seconds, of AutoOut (predictive) calls that the agent completed. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time for the call.
AutoOutCallsTimeSession	Total handle time, in seconds, for AutoOut (predictive) calls that the agent completed. The value includes the time spent from the call initiation to the time the agent completes after-call work. The time includes hold time for the call.
AvailTimeSession	Total time, in seconds, that the agent was in the Available state for any skill group.
BargeInCallsSession	Total number of supervisor call barge-ins completed.
EmergencyCallsSession	Total number of emergency calls.
HandledCallsAfterCallTimeSession	Total after-call work time in seconds for inbound ACD calls that the agent is credited with handling.
HandledCallsSession	The number of inbound ACD calls that the agent handled.
HandledCallsTalkTimeSession	Total talk time in seconds for inbound ACD calls that the agent is credited with handling. Includes any hold time for the call.
HandledCallsTimeSession	Total handle time, in seconds, for inbound ACD calls that the agent is credited with handling. The time spent from the agent answering the call to the time the agent completed after-call work. Includes any hold time for the call.
ICMAvailableTimeSession	Total time, in seconds, that the agent was in the ICM Available state.
IncomingCallsHeldSession	The total number of completed inbound ACD calls that the agent placed on hold.
IncomingCallsHeldTimeSession	Total number of seconds that completed inbound ACD calls were placed on hold.
InterceptCallsSession	Total number of supervisor call intercepts completed.
InternalCallsRcvdSession	Number of internal calls that the agent received.
InternalCallsRcvdTimeSession	Number of seconds that the agent spent on received internal calls.
InternalCallsHeldSession	The total number of internal calls that the agent placed on hold.
InternalCallsHeldTimeSession	Total number of seconds that completed internal calls were placed on hold.
InternalCallsSession	Number of internal calls that the agent initiated.
InternalCallsTimeSession	Number of seconds spent on internal calls that the agent initiated.
LoggedOnTimeSession	Total time, in seconds, that the agent was logged on.

<b>Statistic</b>	<b>Definition</b>
MonitorCallsSession	Total number of supervisor call monitors completed.
NotReadyTimeSession	Total time, in seconds, that the agent was in the Not Ready state for all skill groups.
PreviewCallsHeldSession	The total number of completed outbound Preview calls that the agent placed on hold.
PreviewCallsHeldTimeSession	Total number of seconds outbound Preview calls were placed on hold.
PreviewCallsSession	Total number of outbound Preview calls that the agent completed.
PreviewCallsTalkTimeSession	Total talk time, in seconds, of outbound Preview calls that the agent completed. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time for the call.
PreviewCallsTimeSession	Total handle time, in seconds, for outbound Preview calls that the agent completed. The value includes the time spent from the call initiation to the time the agent completes after-call work. The time includes any hold time for the call.
ReservationCallsHeldSession	The total number of completed agent reservation calls that the agent placed on hold.
ReservationCallsHeldTimeSession	Total number of seconds that agent reservation calls were placed on hold.
ReservationCallsSession	Total number of agent reservation calls that the agent completed.
ReservationCallsTalkTimeSession	Total talk time, in seconds, of agent reservation calls that the agent completed. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time for the call.
ReservationCallsTimeSession	Total handle time, in seconds, for agent reservation calls that the agent completed. The value includes the time spent from the call initiation to the time the agent completes after-call work. The time includes any hold time for the call.
RoutableTimeSession	Total time, in seconds, that the agent was in the Routable state for all skill groups.
WhisperCallsSession	Total number of supervisor whisper calls completed.

## Today Values

<b>Statistic</b>	<b>Definition</b>
AgentOutCallsHeldTimeToday	Total number of seconds that outbound ACD calls were placed on hold.

<b>Statistic</b>	<b>Definition</b>
AgentOutCallsHeldToday	The total number of completed outbound ACD calls that the agent has placed on hold at least once.
AgentOutCallsTalkTimeToday	Total talk time, in seconds, for completed outbound ACD calls handled by the agent. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time associated with the call.
AgentOutCallsTimeToday	Total handle time, in seconds, for completed outbound ACD calls that the agent handled. The value includes the time spent from the call initiation to the time the agent completes after-call work. The time includes any hold time for the call.
AgentOutCallsToday	Total number of completed outbound ACD calls that the agent made.
AutoOutCallsHeldTimeToday	Total number of seconds that AutoOut (predictive) calls were placed on hold.
AutoOutCallsHeldToday	The total number of completed AutoOut (predictive) calls that the agent placed on hold.
AutoOutCallsTalkTimeToday	Total talk time, in seconds, of AutoOut (predictive) calls that the agent completed. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time for the call.
AutoOutCallsTimeToday	Total handle time, in seconds, for AutoOut (predictive) calls that the agent completed. The value includes the time spent from the call initiation to the time the agent completes after-call work. The time includes any hold time for the call.
AutoOutCallsToday	Total number of AutoOut (predictive) calls that the agent completed.
AvailTimeToday	Total time, in seconds, that the agent was in the Available state for any skill group.
BargeInCallsToday	Total number of supervisor call barge-ins completed.
EmergencyCallsToday	Total number of emergency calls.
HandledCallsAfterCallTimeToday	Total after-call work time in seconds for inbound ACD calls that the agent is credited with handling.
HandledCallsTalkTimeToday	Total talk time in seconds for inbound ACD calls that the agent is credited with handling. includes any hold time for the call.
HandledCallsTimeToday	Total handle time, in seconds, for inbound ACD calls that the agent is credited with handling. The time spent from the agent answering the call to the time the agent completed after-call work. Includes any hold time for the call.

Statistic	Definition
HandledCallsToday	The number of inbound ACD calls that the agent handled.  <b>Note</b> If the agent transfers the call, HandledCallsToday (in the AgentStatistics) is not updated immediately. This statistic updates as part of next call end. If the next call is also a transferred call, the count is incremented by 1. (The count is missed for the second transferred call). If the next call is a call that this agent also handled, then the count is incremented by 2. (The count adjusts correctly.)
ICMAvailableTimeToday	Total time, in seconds, that the agent was in the ICM Available state.
IncomingCallsHeldTimeToday	Total number of seconds that completed inbound ACD calls were placed on hold.
IncomingCallsHeldToday	The total number of completed inbound ACD calls that the agent placed on hold.
InterceptCallsToday	Total number of supervisor call intercepts completed.
InternalCallsRcvdTimeToday	Number of seconds spent on internal calls that the agent received.
InternalCallsRcvdToday	Number of internal calls that the agent received.
InternalCallsHeldTimeToday	Total number of seconds that completed internal calls were placed on hold.
InternalCallsHeldToday	The total number of internal calls that the agent placed on hold.
InternalCallsTimeToday	Number of seconds spent on internal calls that the agent initiated.
InternalCallsToday	Number of internal calls that the agent initiated.
LoggedOnTimeToday	Total time, in seconds, that the agent was logged on.
MonitorCallsToday	Total number of supervisor call monitors completed.
NotReadyTimeToday	Total time, in seconds, that the agent was in the Not Ready state for all skill groups.
PreviewCallsHeldTimeToday	Total number of seconds that outbound Preview calls were placed on hold.
PreviewCallsHeldToday	The total number of completed outbound Preview calls that the agent placed on hold.
PreviewCallsTalkTimeToday	Total talk time, in seconds, of outbound Preview calls that the agent completed. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time for the call.
PreviewCallsTimeToday	Total handle time, in seconds, for outbound Preview calls that the agent completed. The value includes the time spent from the call initiation to the time the agent completes after-call work. The time includes any hold time for the call.
PreviewCallsToday	Total number of outbound Preview calls that the agent completed.

Statistic	Definition
ReservationCallsHeldTimeToday	Total number of seconds that agent reservation calls were placed on hold.
ReservationCallsHeldToday	The total number of completed agent reservation calls that the agent placed on hold.
ReservationCallsTalkTimeToday	Total talk time, in seconds, of agent reservation calls that the agent completed. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time for the call.
ReservationCallsTimeToday	Total handle time, in seconds, for agent reservation calls that the agent completed. The value includes the time spent from the call initiation to the time the agent completes after-call work. The time includes any hold time for the call.
ReservationCallsToday	Total number of agent reservation calls that the agent completed.
RoutableTimeToday	Total time, in seconds, that the agent was in the Routable state for all skill groups.
WhisperCallsToday	Total number of supervisor whisper calls completed.

## Skill Group Statistics

The **Skill Group Statistics** window provides a feed of skill group statistics and queue-level statistics. The following tables list all the skill group statistics that appear in the **Skill Group Statistics** window.

Skill group statistics behave differently for a supervisor account. For a supervisor, the window displays a row for each skill group to which either the supervisor or their team members belong.

For example, assume that the supervisor belongs to skill groups 1 and 2 and their team members belong to skill groups 2 and 3. The **Skill Group Statistics** window for that supervisor displays rows for skill groups 1, 2, and 3.

For a standard agent account, the **Skill Group Statistics** window only displays statistics for the skill groups to which the agent belongs.



### Note

Certain calls are not naturally associated with a given skill group—For example, a direct call to an agent's phone. For reporting purposes, you must associate each call with a skill group.

For this reason, Unified CCE creates a default skill group. Unified CCE names and numbers this default skill group with a random string of digits to avoid conflicts with other skill groups. The default skill group appears, of necessity, in the CTI OS Skill Group Statistics. You cannot renumber or rename the default skill group.

## Skill Group Statistics – A

Statistic	Definition
AgentOutCallsHeldTimeTo5	Total number of seconds that agents in the skill group placed outbound ACD calls on hold.
AgentOutCallsHeldTimeToday	Total number of seconds that agents in the skill group placed outbound ACD calls on hold.
AgentOutCallsHeldTimeToHalf	Total number of seconds that agents in the skill group placed outbound ACD calls on hold.
AgentOutCallsHeldTo5	The total number of completed outbound ACD calls that agents in the skill group have placed on hold.
AgentOutCallsHeldToday	The total number of completed outbound ACD calls that agents in the skill group have placed on hold.
AgentOutCallsHeldToHalf	The total number of completed outbound ACD calls that agents in the skill group have placed on hold.
AgentOutCallsTalkTimeTo5	Total talk time, in seconds, for completed outbound ACD calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AgentOutCallsTalkTimeToday	Total talk time, in seconds, for completed outbound ACD calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AgentOutCallsTalkTimeToHalf	Total talk time, in seconds, for completed outbound ACD calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AgentOutCallsTimeTo5	Total handle time, in seconds, for completed outbound ACD calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AgentOutCallsTimeToday	Total handle time, in seconds, for completed outbound ACD calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AgentOutCallsTimeToHalf	Total handle time, in seconds, for completed outbound ACD calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AgentOutCallsTo5	Total number of completed outbound ACD calls that agents in the skill group made.

<b>Statistic</b>	<b>Definition</b>
AgentOutCallsToday	Total number of completed outbound ACD calls that agents in the skill group made.
AgentOutCallsToHalf	Total number of completed outbound ACD calls that agents in the skill group made.
AgentsApplicationAvailable	Number of agents in the skill group who are currently in the Application Available state.
AgentsAvail	Number of agents for the skill group in Available state.
AgentsBusyOther	Number of agents who are currently busy with calls from other skill groups.
AgentsHold	Number of calls to the skill group that are currently on hold.
AgentsICMAvailable	Number of agents in the skill group who are currently in the ICM Available state.
AgentsLoggedOn	Number of agents who are currently logged on to the skill group.
AgentsNotReady	Number of agents in the Not Ready state for the skill group.
AgentsReady	Number of agents who are in a work state (TALKING, HELD, WORK_READY, AVAILABLE, or RESERVED). The router uses this statistic to determine the number of working agents in the skill group when estimating the expected delay. This statistic is the difference between AgentsLoggedOn and AgentsNotReady. Reference AgentsAvail to get the number of agents who are available to take calls right now.
AgentsReserved	Number of agents for the skill group currently in the Reserved state.
AgentsTalkingPreview	Number of calls to the skill group that are currently talking on outbound Preview calls.
AgentsTalkingReservation	Number of calls to the skill group that are currently talking on agent reservation calls.
AgentsTalkingAutoOut	Number of calls to the skill group that are currently talking on AutoOut (predictive) calls.
AgentsTalkingIn	Number of agents in the skill group who are currently talking on inbound calls.
AgentsTalkingOther	Number of agents in the skill group who are currently talking on internal (not inbound or outbound) calls.
AgentsTalkingOut	Number of agents in the skill group who are currently talking on outbound calls.
AgentsWorkNotReady	Number of agents in the skill group in the Work Not Ready state.
AgentsWorkReady	Number of agents in the skill group in the Work Ready state.

<b>Statistic</b>	<b>Definition</b>
AutoOutCallsHeldTimeTo5	Total number of seconds AutoOut (predictive) calls were placed on hold by agents in the skill group.
AutoOutCallsHeldTimeToday	Total number of seconds AutoOut (predictive) calls were placed on hold by agents in the skill group.
AutoOutCallsHeldTimeToHalf	Total number of seconds AutoOut (predictive) calls were placed on hold by agents in the skill group.
AutoOutCallsHeldTo5	The total number of completed AutoOut (predictive) calls that agents in the skill group placed on hold.
AutoOutCallsHeldToday	The total number of completed AutoOut (predictive) calls that agents in the skill group placed on hold.
AutoOutCallsHeldToHalf	The total number of completed AutoOut (predictive) calls that agents in the skill group placed on hold.
AutoOutCallsTalkTimeTo5	Total talk time, in seconds, for completed AutoOut (predictive) calls that agent in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AutoOutCallsTalkTimeToday	Total talk time, in seconds, for completed AutoOut (predictive) calls that agent in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AutoOutCallsTalkTimeToHalf	Total talk time, in seconds, for completed AutoOut (predictive) calls that agent in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AutoOutCallsTimeTo5	Total handle time, in seconds, for completed AutoOut (predictive) calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AutoOutCallsTimeToday	Total handle time, in seconds, for completed AutoOut (predictive) calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
AutoOutCallsTimeToHalf	Total handle time, in seconds, for completed AutoOut (predictive) calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.

Statistic	Definition
AutoOutCallsTo5	Total number of AutoOut (predictive) calls that agents in the skill group completed.
AutoOutCallsToday	Total number of AutoOut (predictive) calls that agents in the skill group completed.
AutoOutCallsToHalf	Total number of AutoOut (predictive) calls that agents in the skill group completed.
AvailTimeTo5	Total seconds that agents in the skill group were in the Available state.
AvailTimeToday	Total seconds that agents in the skill group were in the Available state.
AvailTimeToHalf	Total seconds that agents in the skill group were in the Available state.

## Skill Group Statistics – B to I

Statistic	Definition
BargeInCallsTo5	Total number of supervisor call barge-ins completed in the skill group.
BargeInCallsToday	Total number of supervisor call barge-ins completed in the skill group.
BargeInCallsToHalf	Total number of supervisor call barge-ins completed in the skill group.
CallsQ5 <sup>1</sup>	The number of calls queued to the skill group during the current 5-minute period. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQHalf <sup>2</sup>	The number of calls queued to the skill group during the current half hour. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQNow <sup>3</sup>	The number of calls currently queued to the skill group. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQToday <sup>4</sup>	The number of calls queued to the skill since midnight. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTime5 <sup>5</sup>	The total queue time, in seconds, of calls queued to the skill group during the current 5-minute period. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTimeHalf <sup>6</sup>	The total queue time, in seconds, of calls queued to the skill group during the current half hour. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.

<b>Statistic</b>	<b>Definition</b>
CallsQTimeNow <sup>7</sup>	The total queue time, in seconds, of calls currently queued to the skill group. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
CallsQTimeToday <sup>8</sup>	The total queue time, in seconds, of calls queued to the skill group since midnight. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
EmergencyCallsTo5	Total number of emergency calls that agents in the skill group are credited with completing.
EmergencyCallsToday	Total number of emergency calls that agents in the skill group are credited with completing.
EmergencyCallsToHalf	Total number of emergency calls that agents in the skill group are credited with completing.
HandledCallsAfterCallTimeTo5	Total after-call work time in seconds for inbound ACD calls that agents in the skill group are credited with completing.
HandledCallsAfterCallTimeToday	Total after-call work time in seconds for inbound ACD calls that agents in the skill group are credited with completing.
HandledCallsAfterCallTimeToHalf	Total after-call work time in seconds for inbound ACD calls that agents in the skill group are credited with completing.
HandledCallsTalkTimeTo5	Total talk time in seconds for inbound ACD calls that agents in the skill group are credited with handling. Includes any hold time.
HandledCallsTalkTimeToday	Total talk time in seconds for inbound ACD calls that agents in the skill group are credited with handling. Includes any hold time.
HandledCallsTalkTimeToHalf	Total talk time in seconds for inbound ACD calls that agents in the skill group are credited with handling. Includes any hold time.
HandledCallsTimeTo5	Total handle time, in seconds, for inbound ACD calls that agents in the skill group are credited with handling. The time spent from the agent answering the call to the time the agent completed after-call work. Includes any hold time for the call.
HandledCallsTimeToday	Total handle time, in seconds, for inbound ACD calls that agents in the skill group are credited with handling. The time spent from the agent answering the call to the time the agent completed after-call work. Includes any hold time for the call.
HandledCallsTimeToHalf	Total handle time, in seconds, for inbound ACD calls that agents in the skill group are credited with handling. The time spent from the agent answering the call to the time the agent completed after-call work. Includes any hold time for the call.
HandledCallsTo5	The number of inbound ACD calls that agents in the skill group handled.

<b>Statistic</b>	<b>Definition</b>
HandledCallsToday	The number of inbound ACD calls that agents in the skill group handled.
HandledCallsToHalf	The number of inbound ACD calls that agents in the skill group handled.
IncomingCallsHeldTimeTo5	Total number of seconds that agents in the skill group placed completed inbound ACD calls on hold.
IncomingCallsHeldTimeToday	Total number of seconds that agents in the skill group placed completed inbound ACD calls on hold.
IncomingCallsHeldTimeToHalf	Total number of seconds that agents in the skill group placed completed inbound ACD calls on hold.
IncomingCallsHeldTo5	The total number of completed inbound ACD calls that agents in the skill group placed on hold.
IncomingCallsHeldToday	The total number of completed inbound ACD calls that agents in the skill group placed on hold.
IncomingCallsHeldToHalf	The total number of completed inbound ACD calls that agents in the skill group placed on hold.
InterceptCallsTo5	Total number of supervisor call intercepts completed in the skill group.
InterceptCallsToday	Total number of supervisor call intercepts completed in the skill group.
InterceptCallsToHalf	Total number of supervisor call intercepts completed in the skill group.
InternalCallsHeldTimeTo5	Total number of seconds that agents in the skill group placed completed internal calls on hold.
InternalCallsHeldTimeToday	Total number of seconds that agents in the skill group placed completed internal calls on hold.
InternalCallsHeldTimeToHalf	Total number of seconds that agents in the skill group placed completed internal calls on hold.
InternalCallsHeldTo5	The total number of internal calls that agents in the skill group placed on hold.
InternalCallsHeldToday	The total number of internal calls that agents in the skill group placed on hold.
InternalCallsHeldToHalf	The total number of internal calls that agents in the skill group placed on hold.
InternalCallsRcvdTimeTo5	Number of seconds that agents in the skill group spent on received internal calls.
InternalCallsRcvdTimeToday	Number of seconds that agents in the skill group spent on received internal calls.
InternalCallsRcvdTimeToHalf	Number of seconds that agents in the skill group spent on received internal calls.

Statistic	Definition
InternalCallsRcvdTo5	Number of internal calls that agents in the skill group received.
InternalCallsRcvdToday	Number of internal calls that agents in the skill group received.
InternalCallsRcvdToHalf	Number of internal calls that agents in the skill group received.

- 1 This statistic is available for TDM switches only. It is not valid for Unified CCE.
- 2 This statistic is available for TDM switches only. It is not valid for Unified CCE.
- 3 This statistic is available for TDM switches only. It is not valid for Unified CCE.
- 4 This statistic is available for TDM switches only. It is not valid for Unified CCE.
- 5 This statistic is available for TDM switches only. It is not valid for Unified CCE.
- 6 This statistic is available for TDM switches only. It is not valid for Unified CCE.
- 7 This statistic is available for TDM switches only. It is not valid for Unified CCE.
- 8 This statistic is available for TDM switches only. It is not valid for Unified CCE.

## Skill Group Statistics – L to W

Statistic	Definition
LoggedOnTimeTo5	Total time, in seconds, that agents in the skill group were logged on.
LoggedOnTimeToday	Total time, in seconds, that agents in the skill group were logged on.
LoggedOnTimeToHalf	Total time, in seconds, that agents in the skill group were logged on.
LongestCallQ5 <sup>9</sup>	The longest queue time, in seconds, of all calls queued to the skill group during the current 5-minute period. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestCallQHalf <sup>10</sup>	The longest queue time, in seconds, of all calls queued to the skill group during the current half hour. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestCallQNow <sup>11</sup>	The longest queue time, in seconds, of all calls currently queued to the skill group. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestCallQToday <sup>12</sup>	The longest queue time, in seconds, of all calls queued to the skill group since midnight. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
LongestRouterCallQNow <sup>13</sup>	The queue time, in seconds, for the call to the skill group with the longest current CallRouter queue time. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
MonitorCallsTo5	Total number of supervisor call monitors completed in the skill group.

<b>Statistic</b>	<b>Definition</b>
MonitorCallsToday	Total number of supervisor call monitors completed in the skill group.
MonitorCallsToHalf	Total number of supervisor call monitors completed in the skill group.
NotReadyTimeTo5	Total seconds that agents in the skill group were in the Not Ready state.
NotReadyTimeToday	Total seconds that agents in the skill group were in the Not Ready state.
NotReadyTimeToHalf	Total seconds that agents in the skill group were in the Not Ready state.
PreviewCallsHeldTimeTo5	Total number of seconds that agents in the skill group placed outbound Preview calls.
PreviewCallsHeldTimeToday	Total number of seconds that agents in the skill group placed outbound Preview calls.
PreviewCallsHeldTimeToHalf	Total number of seconds that agents in the skill group placed outbound Preview calls.
PreviewCallsHeldTo5	The total number of completed outbound Preview calls that agents in the skill group placed on hold.
PreviewCallsHeldToday	The total number of completed outbound Preview calls that agents in the skill group placed on hold.
PreviewCallsHeldToHalf	The total number of completed outbound Preview calls that agents in the skill group placed on hold.
PreviewCallsTalkTimeTo5	Total talk time, in seconds, for completed outbound Preview calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
PreviewCallsTalkTimeToday	Total talk time, in seconds, for completed outbound Preview calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
PreviewCallsTalkTimeToHalf	Total talk time, in seconds, for completed outbound Preview calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
PreviewCallsTimeTo5	Total handle time, in seconds, for completed outbound Preview calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
PreviewCallsTimeToday	Total handle time, in seconds, for completed outbound Preview calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.

<b>Statistic</b>	<b>Definition</b>
PreviewCallsTimeToHalf	Total handle time, in seconds, for completed outbound Preview calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
PreviewCallsTo5	Total number of outbound Preview calls that agents in the skill group completed.
PreviewCallsToday	Total number of outbound Preview calls that agents in the skill group completed.
PreviewCallsToHalf	Total number of outbound Preview calls that agents in the skill group completed.
ReservationCallsHeldTimeTo5	Total number of seconds that agents in the skill group placed agent reservation calls on hold.
ReservationCallsHeldTimeToday	Total number of seconds that agents in the skill group placed agent reservation calls on hold.
ReservationCallsHeldTimeToHalf	Total number of seconds that agents in the skill group placed agent reservation calls on hold.
ReservationCallsHeldTo5	The total number of agent reservation calls that agents in the skill group placed on hold.
ReservationCallsHeldToday	The total number of agent reservation calls that agents in the skill group placed on hold.
ReservationCallsHeldToHalf	The total number of agent reservation calls that agents in the skill group placed on hold.
ReservationCallsTalkTimeTo5	Total talk time, in seconds, for completed agent reservation calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
ReservationCallsTalkTimeToday	Total talk time, in seconds, for completed agent reservation calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
ReservationCallsTalkTimeToHalf	Total talk time, in seconds, for completed agent reservation calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
ReservationCallsTimeTo5	Total handle time, in seconds, for completed agent reservation calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.

Statistic	Definition
ReservationCallsTimeToday	Total handle time, in seconds, for completed agent reservation calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
ReservationCallsTimeToHalf	Total handle time, in seconds, for completed agent reservation calls that agents in the skill group handled. The value includes the time spent from the call initiation to the time the agent begins after-call work. The time includes any hold time.
ReservationCallsTo5	Total number of agent reservation calls that agents in the skill group completed.
ReservationCallsToday	Total number of agent reservation calls that agents in the skill group completed.
ReservationCallsToHalf	Total number of agent reservation calls that agents in the skill group completed.
RouterCallsQNow <sup>14</sup>	The number of calls that the CallRouter currently has queued for this skill group. This field is set to 0xFFFFFFFF when this value is unknown or unavailable.
WhisperCallsTo5	Total number of supervisor call whispers that agents in the skill group completed.
WhisperCallsToday	Total number of supervisor call whispers that agents in the skill group completed.
WhisperCallsToHalf	Total number of supervisor call whispers that agents in the skill group completed.

<sup>9</sup> This statistic is available for TDM switches only. It is not valid for Unified CCE.

<sup>10</sup> This statistic is available for TDM switches only. It is not valid for Unified CCE.

<sup>11</sup> This statistic is available for TDM switches only. It is not valid for Unified CCE.

<sup>12</sup> This statistic is available for TDM switches only. It is not valid for Unified CCE.

<sup>13</sup> This statistic is available for Unified CCE only or for Network Queuing.

<sup>14</sup> This statistic is available for Unified CCE only or for Network Queuing.